

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

App. No. 10/815,534

Confirmation No. 3473

Applicant: KIEFHABER, et al.

TC/A.U. 2614

Filed: March 31, 2004

Examiner: Nguyen, Khain

Docket No.: 4366-140

For: "CONTACT CENTER AND  
METHOD FOR TRACKING AND  
ACTING ON ONE AND DONE  
CUSTOMER CONTACTS"

SUPPLEMENTAL PRELIMINARY  
AMENDMENT

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Mail Stop – Amendments  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Commissioner:

In response to the Final Office Action mailed May 12, 2009, on the above-referenced application, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 12 of this paper.